

DIR Communication Technology Services (CTS)

Contact: Telecom.solutions@dir.texas.gov

(877) 472-4848 option 4

SERVICE DETAILS

Vendor: DIR

Vendor website: www.dir.texas.gov

Service Area: Voice

Category: CCTS

Cabling Services

DIR will provide cabling services for new phone installation, inside wiring as required including DMARC extension, cable category upgrades, and other services as required.

* This is a DIR billed service.

SERVICE DELIVERY SLA

Quote Request:

5 Business Days

Installation Interval:

10 business Days

Disconnect Interval:

5 Business Days

Service Term:

None

PERFORMANCE SLA

Mean Time to Repair (MTTR)

4 Hours

CUSTOMER RESPONSIBILITY

1) Customer must provide facility access.

2) Customer must provide a technical contact.

DIR CCTS Pricing - Cabling Services

The Communication Technology Division of the Department of Information Resources (DIR) provides a wide range of telephone services to State Agencies and others on the Capitol Complex through the Capitol Complex Telephone System (CCTS).

Contact the DIR Cabling Engineering Staff for pricing by submitting an email to cctsworkorders@dir.texas.gov

DIR Internet Service Geographic Availability

DIR Internet service is available to all State Agencies and eligible customers in the Austin area.